



# Communications Supervisor

## General Information

<b>Classification Code:</b>	MGRASO
<b>Effective Date:</b>	March 7, 2023
<b>Pay Grade:</b>	C44
<b>FLSA Status:</b>	Exempt

## Position Summary

Under the general direction of the Environmental Services Director and Metropolitan Wastewater Management Commission (MWMC) Executive Officer, this position is responsible for the program management, coordination, oversight, and implementation of the communications, public information, and education programs for the Department of Development & Public Works and the MWMC's Regional Wastewater Program. Develops, implements, and evaluates short and long-term strategic communication planning efforts for DPW and the MWMC. Performs related duties as assigned. Performs duties of a similar level or nature.

## Classification Characteristics

The Communications Supervisor provides day-to-day supervision for the DPW communications staff and may perform in the capacity of a working supervisor. The Communications Supervisor is responsible for independent decision making that requires professional judgement and the expectation to resolve most issues with little supervision or assistance.

The Associate Manager is a broad, working professional/management level classification responsible for planning and overseeing the operations of a technical, professional and/or specialized function, including the development of medium and long-term operational, development, public improvement, or strategic plans consistent with the goals and priorities established at higher levels. Associate Managers are differentiated from Manager/Program Managers in that the higher-level classification assists with the management of multiple divisions, sections, and/or major programs, or managing the administrative operations of a single division.

## Essential Duties

*The duties listed below are a typical sample; position assignments may vary.*

- 1 Manages and supervises professional communications staff to include prioritizing, assigning, monitoring, and reviewing work; conducting performance evaluations; ensuring staff are trained; ensuring employees follow policies and procedures; maintaining a healthy and safe work environment; and making hiring, termination, and disciplinary recommendations. Allocates program resources (people, money, materials).
- 2 Develops, implements, and evaluates strategic program objectives for both DPW and the MWMC. Interprets, applies, and ensures alignment with goals, policies, and procedures. Develops and recommends applicable budgets. Participates as a member of the department's Management Team.
- 3 Researches, develops, and manages implementation of new communication strategies and tactics, outreach and education programs and evaluation methodologies for DPW and the MWMC. Prepares and administers budgets, grants, and award requests; responds to grant opportunities and budget requests; prepares cost estimates for budget recommendations.
- 4 Develops, implements, and manages public information and community outreach efforts. Oversees and ensures content for DPW and MWMC websites and media pages are developed and implemented. Manages and oversees the department's social media programs and platforms.

<b>Essential Duties</b>	
5	Oversees the coordination of press releases/media advisories and communications for the department and the MWMC. Research information and issues when preparing communications. Writes and edits copy for press releases, feature articles, public service announcements and promotional materials following branding rules and guidelines.
6	Represents the City and the MWMC in a variety of meetings, public events, training sessions, on committees, and/or other related events. Prepares and presents written and oral reports to the City Council and the Metropolitan Wastewater Management Commission. Establishes relationships with the media, community leaders, elected officials, staff members and others.
7	Develops, negotiates, and manages a variety of contracts and agreements with internal and external partners/agencies, to include writing scopes of work, scoring, and selecting vendors.
8	Manages the DPW MECOP Intern program, including annual selection, supervision and oversight, and creation of work plans.
9	Performs other duties of a similar nature or level.

<b>Qualifications</b>	
<b>Minimum Qualifications:</b>	
<ul style="list-style-type: none"> <li>• Associate degree or two-year technical certificate in a related field, 3 years of related experience, and 1 year of supervisory experience, or an equivalent combination of education and experience to successfully perform the job.</li> </ul>	
<b>Licensing/Certifications:</b>	
<ul style="list-style-type: none"> <li>• Valid Oregon Driver’s license at time of appointment and ability to maintain.</li> </ul>	
<b>Technology Skills:</b>	
<ul style="list-style-type: none"> <li>• Document management software - LaserFiche</li> <li>• Electronic mail software - Microsoft Outlook</li> <li>• Internet browser software - Microsoft Internet Explorer</li> <li>• Office suite software - Microsoft Office</li> <li>• Presentation software - Microsoft PowerPoint</li> <li>• Spreadsheet software - Microsoft Excel</li> <li>• Word processing software -Microsoft Word</li> <li>• Desktop publishing software - Adobe Systems Adobe InDesign; Microsoft Publisher</li> <li>• Instant messaging software – Twitter; Instagram; LinkedIn; Facebook</li> <li>• Web page creation and editing software</li> </ul>	
<b>Knowledge Required:</b>	
<ul style="list-style-type: none"> <li>• <b>Communications and Media</b> - Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.</li> <li>• <b>Education and Outreach</b> – Knowledge of principles and practices for building, implementing, and evaluating education and outreach programs.</li> <li>• <b>English Language</b> - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.</li> <li>• <b>Sales and Marketing</b> - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.</li> <li>• <b>Customer and Personal Service</b> - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.</li> </ul>	

## Qualifications

- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

### Skills Required:

- **Management of Personnel Resources** - Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Negotiation** - Bringing others together and trying to reconcile differences.
- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Speaking** - Talking to others to convey information effectively.
- **Coordination** - Adjusting actions in relation to others' actions.
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **Time Management** - Managing one's own time and the time of others.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Active Learning** - Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Service Orientation** - Actively looking for ways to help people.
- **Sales and Marketing** - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

### Abilities:

- **Oral Comprehension** - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** - The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** - The ability to speak clearly so others can understand you.
- **Written Expression** - The ability to communicate information and ideas in writing so others will understand.
- **Speech Recognition** - The ability to identify and understand the speech of another person.
- **Written Comprehension** - The ability to read and understand information and ideas presented in writing.
- **Deductive Reasoning** - The ability to apply general rules to specific problems to produce answers that make sense.
- **Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Inductive Reasoning** - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Fluency of Ideas** - The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- **Originality** - The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- **Information Ordering** - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Selective Attention** - The ability to concentrate on a task over a period of time without being distracted.

## Qualifications

- **Category Flexibility** - The ability to generate or use different sets of rules for combining or grouping things in different ways.
- **Learning Strategies** - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Management of Financial Resources** - Determining how money will be spent to get the work done, and accounting for these expenditures.

## Physical Requirements

Key	None 0% (0 hrs.)					Seldom 1-5% (Up to 1 hrs.)					Occasionally 11-35% (Up to 3 hrs.)					Frequently 36-75% (3-6 hrs.)					Continuous 76-100% (6+ hrs./day)				
	0%	1-5%	11-35%	36-75%	76-100%	0%	1-5%	11-35%	36-75%	76-100%	0%	1-5%	11-35%	36-75%	76-100%	0%	1-5%	11-35%	36-75%	76-100%	0%	1-5%	11-35%	36-75%	76-100%
<b>BODY POSITIONS</b>												<b>PUSH/PULL</b>													
Standing												0-10 lbs.													
Sitting												11-20 lbs.													
Walking – Even Surface												21-50 lbs.													
Walking – Uneven Surface												51-75 lbs.													
Kneeling												76-100 lbs.													
<b>MOVEMENTS</b>												<b>ENVIRONMENTAL HAZARDS</b>													
Bending/Stooping												Indoors													
Twisting												Outdoors													
Crawling												Dust													
Squatting/Crouching												Fumes/Odors/Gasses													
Balancing												Chemical Agents													
Reach – Overhead												Biological Agents													
Reach – Forward												Noise – Low													
Reach – Backward												Noise – Moderate													
Climbing – stairs												Noise – High													
Climbing - ladder												Low Light													
<b>USE OF HANDS</b>												Heat													
Grasping – whole hand												Cold													
Grasping – pinch grip												Restricted workspace													
Fine manipulation/feeling												Vibration – whole body													
Keyboarding												Vibration - extremity													
<b>LIFT/CARRY</b>												<b>JOB SPECIFIC</b>													
0-10 lbs.												Driving – vehicle/equipment													
11-20 lbs.												Operate foot controls													
21-50 lbs.												Seeing													
51-75 lbs.												Talking													
76-100 lbs.												Hearing													
												Extended work hours													

**Classification History**

Created – 2022.08

2023.03 – Finalized by HR

**I have reviewed the job description.**

**Employee: Name** \_\_\_\_\_ **Signature** \_\_\_\_\_ **Date** \_\_\_\_\_